

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. My name is Brianna Wilson. I recently signed up for, um, this health insurance, and I was just wondering if it's possible... I am currently waiting for the cards in the mail, and I was just wondering if it was possible to email them over to me as well. What staff and company do you work for? Vercella. Vercella. All right. What's the last four of your social? 6346. First name? Brianna. Last name? Wilson. All right. And for security purposes, can you verify your address and date of birth for me? Yes. 7/17/93 and 12316 28th Avenue Northeast, Apartment B320, Seattle, Washington 98125. Thank you. So we got your phone number at 619-6481. Yes. And we'll get email is briannawilson@outlook.com. Yes. Thank you. So it looks like you're still waiting for that first deduction to happen. It doesn't look like your coverage is active just yet. Um, can you say that again? So it looks like you're still waiting for that first deduction to happen. It doesn't look like your coverage is active yet. Okay. It looked like the first deduction happened with this paycheck. Okay. So if you, if you seen a d- deduction this week, then your coverage should become active as of next week. And typically, so it'll become active on a Monday. Um, be sure that your ID- Okay. So it'll be active next Monday? If you receive the deduction, yes, ma'am, that, your shou- your coverage should become active next Monday. So I would recommend calling around Thursday or Friday next week to request your ID cards, 'cause typically digital copies aren't available right when the coverage becomes active, 'cause they still have to make them once the coverage actually starts. And your coverage won't actually start until the following Monday if you were seeing that deduction. I see. I see. And, um, what k- time is this line open? We're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Okay. Well, was there anything else I can help you today? All right. Thank you so much. That was it. Thank you. No problem. And thanks for calling Benefits in the Card. I hope you have a great weekend. You too. Bye-bye. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi. My name is Brianna Wilson. I recently signed up for, um, this health insurance, and I was just wondering if it's possible... I am currently waiting for the cards in the mail, and I was just wondering if it was possible to email them over to me as well.

Speaker speaker_0: What staff and company do you work for?

Speaker speaker_1: Vercella.

Speaker speaker_0: Vercella. All right. What's the last four of your social?

Speaker speaker_1: 6346.

Speaker speaker_0: First name?

Speaker speaker_1: Brianna.

Speaker speaker_0: Last name?

Speaker speaker_1: Wilson.

Speaker speaker_0: All right. And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yes. 7/17/93 and 12316 28th Avenue Northeast, Apartment B320, Seattle, Washington 98125.

Speaker speaker_0: Thank you. So we got your phone number at 619-6481.

Speaker speaker_1: Yes.

Speaker speaker_0: And we'll get email is briannawilson@outlook.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. So it looks like you're still waiting for that first deduction to happen. It doesn't look like your coverage is active just yet.

Speaker speaker_1: Um, can you say that again?

Speaker speaker_0: So it looks like you're still waiting for that first deduction to happen. It doesn't look like your coverage is active yet.

Speaker speaker_1: Okay. It looked like the first deduction happened with this paycheck.

Speaker speaker_0: Okay. So if you, if you seen a d- deduction this week, then your coverage should become active as of next week. And typically, so it'll become active on a Monday. Um, be sure that your ID-

Speaker speaker_1: Okay. So it'll be active next Monday?

Speaker speaker_0: If you receive the deduction, yes, ma'am, that, your shou- your coverage should become active next Monday. So I would recommend calling around Thursday or Friday next week to request your ID cards, 'cause typically digital copies aren't available right when the coverage becomes active, 'cause they still have to make them once the coverage actually starts. And your coverage won't actually start until the following Monday if you were seeing that deduction.

Speaker speaker_1: I see. I see. And, um, what k- time is this line open?

Speaker speaker_0: We're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_1: Okay.

Speaker speaker_0: Well, was there anything else I can help you today?

Speaker speaker_1: All right. Thank you so much. That was it. Thank you.

Speaker speaker_0: No problem. And thanks for calling Benefits in the Card. I hope you have a great weekend.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you.